

**County of San Diego, Health and Human Services Agency (HHSA)
CalWORKs Program Guide (CPG) Special Notice**

Employment Services Computer Incentive Program

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21-02

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Effective Date:

February 1, 2021

Background:

Employment Services (ES) Incentive Payments are payments for approved products and services intended to improve outcomes of participants in the ES program. ES Incentive Payments are made on behalf of ES participants to assist with barrier removal to enable successful participation. ES Incentive Payments are not considered an entitlement and will only be issued as funding is available.

Purpose:

The purpose of this material is to develop policies and procedures for the ES Computer Incentive Program. Computer Incentive payments may be issued to all individuals participating in assigned ES activities unless otherwise specified.

Policy:

The Computer Incentive Program (CIP) provides computers to all individuals participating in assigned ES activities in order to reach educational, training and employment goals leading to self-sufficiency. CIP payments are not considered assistance, therefore, do not impact CalWORKs or CalFresh grants. In addition, as the CIP is not an entitlement program, a Notice of Action is not required.

Providing computers to ES participants removes a barrier, allowing for participation in virtual activities such as job search, training and distance learning. It also facilitates communication with required entities related to participation and/or barrier removal while also enabling the submission of required verifications timely. Provision of a computer and related products/services is a one-time allowance per participant.

Procedure:

All participants in approved ES activities, including voluntary participants and each parent in a two-parent household, will receive one new laptop computer, internet service and a warranty, in addition to related equipment as needed.

Virtual Activities

Virtual activities that require the use of a computer include but are not limited to:

- Approved Job search and related activities, such as resume preparation
- Approved online activities such as:
 - General Educational Development (GED) Exam
 - High School (HS) Diploma
 - College, university or training program
 - Parenting or other life skills classes
 - Behavioral Health Services (BHS) classes and/or counseling sessions
 - Housing or other barrier removal search
- Submission of required verification to the Employment Case Manager (ECM), County, school officials or other necessary third parties
- Communication with Employment Case Managers (ECM), school officials, potential employers, housing navigators, mentors and other important contacts

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Equipment Purchase Limits

Total CIP equipment purchase is limited to a maximum of \$2,000 per participant, which includes the purchase of a laptop computer, internet service for a year, Microsoft Office software package and warranty, as well as other related equipment as needed.

Equipment Purchase and Provision

ES Contractors are responsible for purchasing and providing all CIP equipment to ES participants. ES Contractors will purchase the same type of equipment to ensure cost-effectiveness, uniformity and equity of products and services being provided to the participants.

ES Contractors will provide CIP equipment to each newly referred participant immediately after completion of Orientation (ORE)/Appraisal (APR) and to ongoing participants during an appointment specifically scheduled for this purpose, as indicated by free form text on scheduling notice 004.

Replacement Equipment

The provision of CIP equipment is limited to once in a lifetime. Replacement for CIP equipment is very limited and may only be issued as an exception if it is determined that it is the first time a replacement is needed and if based on extenuating circumstances. This determination must be reviewed and approved by the ES Supervisor and Manager prior to submission to EO for final approval.

The ECM should clearly explain to the participant that replacement costs will not be reimbursed again if the participant has a second loss for any items already reimbursed. Form CSF2 will be completed and signed to document the loss and case comment entered to document the situation and approval.

Equipment Tracking and Monitoring

ES Contractors are responsible for tracking and monitoring all CIP related expenditures and data per County directives.

Documentation Requirements

The ECM will enter a case comment to document:

- Case management actions taken to evaluate, authorize and issue CIP equipment, following tracking and monitoring protocols established by the ES Contractor
- Need and eligibility determination, supporting documentation, authorized items and effective month, reason for issuance, issuance type, exception reason and EO approval, if seeking replacement, and any other pertinent information related to the distribution of all CIP equipment and related issues

Impacts:

None

References:

ACL 20-36; ACIN I-24-18; ACIN I-03-12; MPP 42-717

Sunset Date:

This policy will be reviewed for continuance by February 28, 2024

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Approval for Release:

 for:

Rick Wanne, Director
Eligibility Operations